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(54) Abstract Title: Sending text messages to call centres and receiving an automatic text response back which includes a future time when a telephonic voice call will be received

(57) A system for preventing queuing to speak to call centre personnel is disclosed. A text message is received at a text centre from a telephone and the target address(es) of the text message is determined and recorded. The text message(s) is sent to the call centre corresponding to the target address(es). A future return call time is assigned to the text message call(s) at the respective call centre(s) and a related return text message is automatically forwarded to the initiating telephone containing details about when a return voice call will be made from the call centre.

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TITLE

Communications Means.

FIELD OF INVENTION

5 This invention relates to a method of effecting telephonic communications.

A preferred form of the invention involves a call centre which receives and processes mobile phone text messages.

BACKGROUND ART

10 It is known to use call centres as a central station for receiving and directing calls to organisations or individuals. It is generally the case that calls to a call centre are telephonic, and involve voice communications between a caller and an operator at a call centre. It is an object of at least one form of the present invention to provide an alternative means of communication involving a call centre, or to at least provide the public with a
15 useful choice.

The term "comprise", "comprises", "comprised" or "comprising", if and when used in this document, should be interpreted non-exclusively, i.e. should be interpreted non-exclusively - to mean "consisting of or including".

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GENERAL DESCRIPTION

According to one aspect of the invention there is provided a method of effecting communications, comprising the steps of:

25 a) taking text message calls at a text centre wherein such calls are made by way of telephones,

- b) determining the target address(es) for the calls from the information contained in the calls, the identity of the target address in each case being recorded in the text centre against a telephone call centre or telephone call centres,
- 5 c) sending the text message calls to the call centre or call centres corresponding to the respective target address(es),
- d) receiving the text message calls at the call centre or call centres as appropriate,
- 10 e) for each call centre processing each of the text message calls received there such that a return call time is assigned to each of the text message calls, for each text message call automatically forwarding a return text message call to the telephone concerned, the return text message call containing details as to when a return telephonic voice call will be made from the call centre to the holder of the
- 15 telephone, and
- f) in substantially each case the call centre concerned making the respective return telephonic voice call at the time indicated.
- 20 Preferably at step e) above the return text message calls are sent to the telephones from the call centre(s) by way of text centre means.

Preferably the telephones are mobile phones.

Preferably when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c".

- 5 Preferably the text centre in each case generates a call list listing the telephone number of the telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call in each case.

- 10 Preferably the call list is generated from information gained by way of automatic caller id technology.

Optionally the text centre means queues the text message calls made by way of the telephones.

- 15 Optionally at step c) the text message calls are sent to the call centre or call centres in a queued form.

- Optionally the call centre or call centres can inspect details of the queue at the text centre means online.

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DETAILED DESCRIPTION

- According to one embodiment of the invention there is provided a method of processing or effecting telephonic communications. The method may involve consumers creating SMS text messages using telephones (optionally mobile phones) and sending the messages to
25 respective addresses identifiable at a text centre. For example, the addresses may involve

short codes registered with the text centre, or key words (eg Mercury or Sky) registered to single short codes.

On arrival of the text messages at the text centre they are routed to a server which forms
5 part of the text centre. From here the text messages are routed to a call centre or call
centres as appropriate. A suitable interface or interfaces provide(s) the messages to a call
queuing facility of the call centre or call centres. In each case the call centre then
automatically generates a return text message informing the holder of the telephone from
which the text message was sent, when the call centre will contact that holder with a return
10 telephonic voice communication. In each case this involves the return text message being
sent from the call centre to the text centre, and then on to the holder of the telephone.

Computer apparatus at each call centre creates a call list detailing the holders of the
telephones that should be called back, and then in each case an operator/individual at the
15 call centre telephones the holder of the telephone to address any requests, concerns, or
questions, etc, that that holder may have. In creating the call list the computer apparatus
may list the telephone numbers of the holders of the telephones identified by way of "caller
id" technology.

20 It will be appreciated that the embodiments of the invention described above assist
consumers to avoid having to wait on a telephone line for long periods of time before
making verbal contact with someone at a call centre. The call centre may be that of a
Government department, a local body, a business, or virtually any other organisation for
which it is desirous to enable consumers to raise queries or the like by way of telephonic
25 voice communications.

It should be appreciated that in some embodiments of the invention the form of the text messages and the return text messages may be manipulated, enhanced, transformed, etc, as they are processed by the text centre. If this should occur it should not be interpreted as meaning that the text messages or the return text messages are no longer the text messages or the return messages respectively.

As will be appreciated, the invention may be implemented with computer technology wherein this is used to process and sort incoming calls at the text centre, etc. Computer technology may also be used at the text centre or call centre(s) to sort, queue and/or otherwise process incoming text message calls and/or outgoing text message calls, etc. In some embodiments of the invention the text centre may provide text messages to the call centre(s) in an already queued format, or may queue incoming text messages in a format such that the call centre(s) can inspect the queue online (eg via the Internet), etc, before text messages are received at the call centre(s).

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While some preferred forms of the invention have been described by way of example, it should be appreciated that improvements and modifications can occur without departing from the scope of the appended claims.

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WHAT I CLAIM IS**1. A method of effecting communications, comprising the steps of:**

5 a) taking text message calls at a text centre means wherein such calls are made by way of telephones,

 b) determining the target address(es) of the calls from information contained in the calls, the identity of the target address(es) in each case being recorded in the text
10 centre means against a telephone call centre or telephone call centres.

 c) sending the text message calls to the call centre or call centres corresponding to the respective target address(es),

15 d) receiving the text message calls at the call centre or call centres as appropriate,

 e) for each call centre processing each of the text message calls received there such that a future return call time is assigned to each of the text message calls, for each text message call automatically forwarding a return text message call to the
20 telephone concerned, the return text message call containing details as to when a return telephonic voice call will be made from the call centre to the holder of the telephone, and f) in substantially each case the call centre concerned making the respective return telephonic voice call at the time indicated.

25 **2. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means.**

3. A method according to claim 1 or 2, wherein the telephones are mobile phones.

4. A method according to claim 1, 2, or 3, wherein when the text messages are
5 received at the text centre means such messages are routed to a server of the text centre
means, which then directs the text messages to the call centre or centres as at step "c".

5. A method according to any one of the preceding claims, wherein the text centre in
each case generates a call list listing the telephone numbers of the telephones, the call list
10 being used by a worker at the call centre concerned in making the return telephonic voice
call as at step "f" mentioned in claim 1.

6. A method according to claim 5, wherein the call list is at least in part generated
from information gained by way of automatic caller id technology.

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7. A method according to any one of the preceding claims, wherein the text centre
means queues the text message calls made by way of the telephones.

8. A method according to claim 7, wherein at step c) mentioned in claim 1 the text
20 message calls are sent to the call centre or call centres in a queued form.

9. A method according to claim 7, wherein the call centre or call centres can inspect
details of the queue at the text centre means online.

10. A method of effecting communication substantially as herein described in the "detailed description" section of this specification.



INVESTOR IN PEOPLE

Application No: GB 0306747.7
Claims searched: 1-9

Examiner: Hannah Sylvester
Date of search: 29 September 2003

Patents Act 1977 : Search Report under Section 17

Documents considered to be relevant:

Category	Relevant to claims	Identity of document and passage or figure of particular relevance	
A	-	GB2385241A	(INTELLPROP LIMITED)
A	-	EP0650284A	(AT & T CORP)
A	-	WO03/036906A1	(INTELLPROP LIMITED)
A	-	WO01/47226A1	(NOKIA NETWORKS)
A	-	US5940475A	(NORTHERN TELECOM LTD)

Categories:

X	Document indicating lack of novelty or inventive step	A	Document indicating technological background and/or state of the art.
Y	Document indicating lack of inventive step if combined with one or more other documents of same category.	P	Document published on or after the declared priority date but before the filing date of this invention.
&	Member of the same patent family	E	Patent document published on or after, but with priority date earlier than, the filing date of this application.

Field of Search:

Search of GB, EP, WO & US patent documents classified in the following areas of the UKC^v:

H4L

Worldwide search of patent documents classified in the following areas of the IPC⁷:

H04Q, H04M, H04L

The following online and other databases have been used in the preparation of this search report:

WPI EPODOC JAPIO